ABSTRACT

Formation of Real Time Governance Society (RTGS)-Institutionalising Real-Time Governance in AP through RTGS connecting State Command Control Centre, District Command Control Centres, Field Departments, along with e-Pragathi, People Hub, PSS &SeMT teams and Parishkara Vedika Call Center - Society Registration and sanction of posts -Permission Accorded-Orders-Issued.

==========

DEPARTMENT OF REAL TIME GOVERNANCE

G.O.MS.No. 2 Dated: 06-09-2017

1. The Andhra Pradesh Reorganisation Act, 2014
2. G.O Rt.No.1824 dated 26.08.2016
3. G.O Ms.No.254 Dated: 17.08.2016
4. G.O.Ms.No. 22 Dated: 09.10.2016
5. G.O.Ms. No. 254, Dated: 17.08.17
6. G.O. Ms. No. 83, Dated: 04.07.2017

Background

1. Vide reference 2nd cited, from 2001,Government of Andhra Pradesh started shifting towards agile governance through formation of new wing of Governance, Public Management and Administrative Reforms (GPMAR) under General Administration Department (GAD) for a period of one year under the supervision of Chief Secretary to ensure close coordination between secretariat departments and line departments.

2. Andhra Pradesh envisions to be amongst top three states in India by 2022 and eventually best state in the country by 2029. Government of Andhra Pradesh is determined to impact lives of each and every citizen of the state by adopting appropriate and dynamic framework, investing in and nurturing the required physical, human and intellectual resources and most importantly through sustaining effort from community involvement hence sequentially achieving its Vision 2029. Established vision hopes to impact the lives of every citizen in the State, enriching and transforming it through well coordinated small, large and mega scale development programmes. Inter relation of schemes, outcome based strategic integration, KPIs based execution, citizen centric feedback characterisation etc are incorporated in to prospectus of Vision 2029.

3. Multitude of diverse public services lacking robust user/beneficiary feedback mechanism along with challenges in monitoring the delivery mechanism and at the core of hindering efficient service delivery and reflects poorly on the state especially during this hyper connected era. Expectations and aspirations of the polity simply cannot be met through incremental improvements to governance

rather meta-level trends needs to be accessed and a cognitive governance mechanism has to be developed.

4. Rapid transformation initiative has to be institutionalised along with collectivising efforts of all departments for achieving better coordination, enhancing decision support systems through leveraging on the strength of ICT while encouraging innovation and crowd sourcing calls for paradigm shift in governance mechanism and is essential to achieve the goal of Swarna Andhra Pradesh.

5. Information costs hinders collation of data on efficiency of multitude of developmental and welfare schemes and hence asymmetry of information is the underling requisite for a sturdy governance.

6. Monolithic and rigid structures are eroding organisational capacity for effective delivery of services and red-tapism lead to paucity of accountability. Distorted information and paucity of accountability leads to under gauging of citizens' needs and efficiency. Absence of inclusive participatory governance coupled with the above mentioned lacunas percolates into unproductive programs and suboptimal use of public resources.

7. Internalisation of ineffective service delivery stems from best case practices wherein institutions with a binary of better efficiency are hauled. Such preconceived norms needs to be eradicated and effective citizen centric service delivery needs to be normalised.

8. Departments albeit have developed citizens' charter in an attempt to institutionalise the services to be delivered and its quality, the same has failed to translate into effective instruments due to lack of justifiable nature of the charters.

9. Good governance at an institutional level implies effective provision of public services to meet the needs of the citizens. As resources are scarce, it is imperative that these services are provided efficiently at the least possible cost.

10. Increasingly Government departments and agencies are aligning towards optimizing and focusing on internal process, procedures, allocation, expenditures and achieving physical targets rather than evaluating their impact on the citizens. New structure of KPIs have to be formulated which address the problem of input-output orientation which results in wastage of effort and resources. The central theme that furthers this paradigmatic shift is to focus on results i.e. social impact rather than on inputs and outputs that go into delivering these results. All this with an underlying motto of 'People First'.

11. Substantiating the above argument, an independent performance measurement system at state level is need of the hour, which focuses on dispensing feedback to officials at multiple levels on achievement of impact at periodic intervals during the year. For example an outcome based public service delivery should focus on amount of water that reaches households and

not on the amount of water that enters the water supply mains. Outcome based approach towards service delivery increases the efficiency, credibility and weeds out laggards at multiple levels which it turn results in optimal utilisation of public funds.

12. Participatory governance envisages citizens as partners of the institutions and hence primary focus should revolve around ascertaining their needs while designing and implementing services.

13. To achieve such a participatory approach there is, therefore, an urgent need to reorient and re-imagine the structure and functions of public service delivery organizations.

14. Real time governance leverages e-Governance tools to establish institutional framework to achieve maximum governance with minimum government along with ensuring performance indicators system in real-time for effective and efficient public delivery.

15. In the G.O 2nd cited Govt. have issued order for setting up of the temporary state command control centre with necessary technical support from the department of IT&C while drawing the required manpower from line departments.

16. In the G.O. 4th cited, a Committee has been constituted called as "Real Time Governance Committee" (RTGC) under the Chairmanship of Administrative Head of Command and Control Centre for taking decisions for procurement of CC Cameras, Drones, Bio-metric Projects, Augmented Reality and Virtual Reality Technologies, Machine learning Technologies or any other new technologies and corpus fund of Rs.50.00 Crore will be given to A.P. State Fibre Net Limited to be used as per the directions of the above Committee.

17. Government Vide reference 6 cited, Order was passed to form Real Time Governance Department (RTGD).

ORDER:

18. As an Operational Wing of RTGD, Real Time Governance Society (RTGS) shall be formed and be Registered as a Society under the Andhra Pradesh Societies Registration Act 2001. The objective of the formation of RTGS is to implement Real Time Governance by leveraging e-Governance, technology and electronic communication. The functioning of e-Pragathi, People Hub, PSS &SeMT along with their teams and Parishkara Vedika Call Center, shall be aligned with and report to RTGS. State Command and Control Centre (SCCC) and 13 District Command Control Centres (DCCC) shall also be a part of the RTGS. The Core team operates from State Command and Control Centre with data input from CC Cameras, Drones, Biometric augmented technology and virtual reality, machine learning technology, Call Center etc. It aims at adopting the most advanced technology of international standards for governance.

19. Real Time Governance functions directly under the Chief Secretary, Prl. Secretary (RTG) and Chief Executive Officer of RTGS as per the direction of Advisory Council. For the functioning of RTGS, SCCC and DCCCs, following posts are sanctioned. The posts from which the officers being deputed shall not be filled up.

Section – I: Department of RTG

20. The following posts will be filled up by deputation on a fixed tenure basis for 3 years from the various services of State Government departments.

Designation	Number of Posts
Prl. Secretary (RTG)	1
Addl. Secretary/Jt. Secretary	4
Assistant Secretary	7
D.E.O-cum-Assistant	8

Section – II: RTG Society (RTGS)

21. RTGS is governed by the General Body & Executive Committee. The structure is given in this section.

General Body of RTGS

S.No	General Body	Designation in G.B.
1	Hon'ble Chief Minister	Chairman
2	Minister for IT	Vice-Chairman
3	CEO-RTGS	Member & Convener
4	8 Officials nominated by Govt.	Members
5	All Ministers	Members
6	All Secretaries	Members
7	All HoDs	Members

***GB to meet at least once a year**

Executive Council of RTGS

S.No	Executive Council	Designation in E.C.
1	Minister for IT	Chairman
2	Principal Secretary – RTG	Vice-Chairman
3	CEO – RTGS	Member & Convener
4	CEO – Core Data Authority	Member
5	CEO – e-Pragathi	Member
6	Director General of Police	Member
7	Commissioner-DM & Ex-Officio Secretary to Rev(DM) Dept	Member
8	MD, AP FiberNet	Member

***EC to meet every quarter**

22. In order to have an efficient functioning and integration of various channels in terms of streamlining the governance, 'Praja Sadhikara Survey' (PSS) and 'Peoples Hub' (PH) along with their teams will be a part of RTGS and the

funds will be re-appropriated accordingly to RTGS. Further, SeMT (State e-Mission Team) will be a part of RTGS and its funds will be re-appropriated accordingly to RTGS. At the same time, the State Command and Control Centre (SCCC) will work directly under the purview of RTGS. RTGS will also have another vertical called Andhra Pradesh Weather Forecasting and Early Warning Research Centre (AWARE).

23. RTGS will also house a dedicated Social Media Team that acts as a constant medium for public engagement and for promoting the work done by the Government on real time basis. Since all the Channels of Citizen Communication will be brought under the purview of RTGS, the Core teams from Kaizala, 'Meekosam', Call Centre and Social Media will be brought on one platform – RTGS.

24. RTGS shall recruit its manpower through contracting and outsourcing. The various verticals in the RTGS have the teams as indicated below:

(A) RTGS – Data Mining, Analytics & Machine Learning

Position Name	Number
Director	1
Executive Assistant	1
Datalytics& Machine Learning	
Program Manager	5
SME - Big Data Analytics, Machine Learning & AI	12
Data Analysts / Data Scientists	10
Compliance Head	1
Developer	10
SEOC	
Project manager – SEOC	3
Data Analysts / Data Scientists	6

(B) RTGS - AWARE (AP Forecasting & Early Warning Research Centre)

Position Name	Number
Director	1
Executive Assistant	1
Meteorologists	4
Agro-Meteorologists	2
JRF / SRF	10
Research Assistants	4
Technology Experts & Developers	6

(C) RTGS – Coordination & Crowd Sourcing

Position Name	Number
Director	1
Executive Assistant	1
District Coordinators	13
AMS - Print & Electronic	

Project Manager – AMS	2
Coordinator - Print Media	5
Coordinator - Electronic Media	5
I&PR	
Project Manager - I&PR	2
Coordinator - I&PR	5
Social Media	
Social Media Team*	37
Kaizala	
Project Manager – Kaizala	1
SME – Kaizala	3
Call Center	
Project Manager - Call Center	1
SME - Content - Call Center	2
Technology Experts & Developers	6
Data Analysts / Data Scientists / Coordinators	13
Fintech	
Project Manager	2
SME – Fintech	4
Developers	3
Data Analysts / Coordinators	13

(D) RTGS – Innovation, Incubation & Start-ups

Position Name	Number
Director	1
Executive Assistant	1
Project Manager	2
SME / Coordinator	3

(E) RTGS – Projects Monitoring (more than Rs50Cr)

Position Name	Number
Director	1
Executive Assistant	1
Project Managers	3
Coordinators	13

(F) RTGS – Events & Incidents Monitoring

Position Name	Number
Director	1
Executive Assistant	1
Coordinators - Departments	6
Coordinators - Districts	13

(G) RTGS – Administration

Position Name	Number
Director	1
Executive Assistant	1
Office Assistant / Manager - Office Admin & Procurement	2
Office Assistant / Manager - Logistics&Travel Desk	2
Admin - IT Networking	2

(H) RTGS – Finance & Accounts

Position Name	Number
Director	1
Executive Assistant	1
Accountant / Manager - F&A	1
Manager / Accountant - Audit	1
Manager - Risk	1

(I) RTGS - Social Media Team

Team	Designation	Number
Social Media Team	Project Manager	1
	Social Media Strategist	1
	Graphic Designer	1
	Photographer	1
	Videographer	1
	Content Writer	1
	Person with CM	2
	Analyst	1
	Responsive Team	1
	District Coordinators	13
Development Team	Project Manager	1
	Web Designer	1
	Web Developer	1
	Backend Developer	1
	UI/UX Designer	1
	Mobile App Developers	1
	Testing Team	1
Maintenance Team	Project Manager	0
	Backend Developer	0
	Web Designer	1
	Mobile App Developer	1
	Testing Team	0

	SEO	1
Software	Sprinklr	1
	Hubspot	1
	Mixpanel	1
	Mailchimp	1
Grand Total		37

Section – III: Command and Control Centres

25. District Level Command and Communication Centers (DCCC) will be established under Collector and SCCC will command and communicate with DCCC through various verticals in the SCCC.

26. The following posts will be filled up by deputation on a fixed tenure basis for 3 years from the various services of State Government departments.

State Command Centre (1 No.)

Designation	**Number of Posts**
Director General	1
Director, Operations	1
Joint Director, Operations	4
Joint Director, Technical	1
Joint Director, Planning	1
Deputy Director, Planning	7
Deputy Director, Admin	1
Total	**16**

District Command Centres(13 Nos.)

Designation	**Number of Posts**
Chief DCC	1
Deputy Director, Operations	1
Deputy Director, Operations	4
Deputy Director, Technical	1
Deputy Director, Planning	1
Deputy Director, Planning	7
Total for 1 district	**16**
Total for 13 districts	**208**

27. In addition, IT department will deploy the following personnel through service contractors engaged for this purpose with clear cut SLAs:

10 Assistant Managers, 100 executives at SCC
10 Assistant Managers, 100 executives per each district

28. The Department of Real Time Governance may take necessary action for formation of Real Time Governance Society.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

B RAJA SEKHAR
PRL. SECRETARY TO GOVERNMENT

To
The Chief Executive Officer,
A.P. Real Time Governance Society. (P.T.O)
Copy to:
The Finance (FMU-GAD.1) Dept.,
All Departments of Secretariat.
The Revenue(Registration & Stamps) Dept.,
The Accountant General, A.P., Hyderabad.
The Inspector General, Registration & Stamps.
The Pay & Accounts Officer, A.P., Hyderabad.
P.S. to Spl. Chief Secretary to Chief Minister of Andhra Pradesh
P.S. to Advisor, IT.
The MD, APGENCEO
The DGP, AP
P.S. to Prl. Secretary/Secretary, Finance P.S. to Prl. Secretary/Secretary, IT, E & C P.S. to Prl. Secretary/Secretary, Planning
P.S. to Spl. Chief Secretary to Govt. (Accom. & Coord.) P.S. to Prl. Secretary to Govt. (RTG)
SF/SC.

// FORWARDED BY ORDER //

SECTION OFFICER